



CANNON BUILDING  
861 SILVER LAKE BLVD., SUITE 203  
DOVER, DELAWARE 19904-2467

STATE OF DELAWARE  
**DEPARTMENT OF STATE**

DIVISION OF PROFESSIONAL REGULATION

TELEPHONE: (302) 744-4500  
FAX: (302) 739-2711  
WEBSITE: WWW.DPR.DELAWARE.GOV

<b>PUBLIC MEETING NOTICE:</b>	<b>Delaware Board of Funeral Services</b>
<b>DATE AND TIME:</b>	<b>Thursday, June 17, 2010 at 10:00 a.m.</b>
<b>PLACE:</b>	861 Silver Lake Boulevard, Dover, Delaware <b>Conference Room B</b> , second floor of the Cannon Building

**AGENDA**  
**(Amended items are indicated by an asterisk\*)**

- 1.0 Call to Order
- 2.0 Review and Approval of Minutes
  - 2.2 February 16, 2010
  - 2.3 March 24, 2010
- 3.0 Unfinished Business
  - 3.1 Funeral Establishment Permit – Evan W. Smith Funeral Services
  - 3.2 Strategic Planning – Develop a New Strategic Plan
  - 3.3 Rules and Regulations
- 4.0 New Business
  - 4.1 Continuing Education Applications
    - 4.1.1 C.O.E. Continuing Education – 10 Hour Funeral Composition
    - 4.1.2 Education Workers Group – Upselling Without Upsetting the Client
    - 4.1.3 ICCFA University – College of 21<sup>st</sup> Century Services
    - 4.1.4 Catholic Cemeteries Inc – Theology & Practice Christian Rites of Burial
    - 4.1.5 DE State Funeral Directors Association – Advanced Restorative Art
    - 4.1.6 DE State Funeral Directors Association – What is Your GRASP on Cremation Consumers?
    - 4.1.7 DE State Funeral Directors Association – The Devil's in the Details: Customer Loyalty is Not Built from 30,000 Feet
    - 4.1.8 DE State Funeral Directors Association – DSFDA Convention Expo (3/25/10)
    - 4.1.9 DE State Funeral Directors Association – Estate & Business Succession Planning
    - 4.1.10 DE State Funeral Directors Association – The History of the Medical Examiner's Office in Delaware
    - 4.1.11 DE State Funeral Directors Association – Oh No, They're Crying: What's So Normal About Grief?
    - 4.1.12 DE State Funeral Directors Association – DSFDA Convention Expo (3/26/10)

- 4.2 Approval Ratification
  - 4.2.1 William T. Harra – Resident Intern
  - 4.2.2 Taryn E. Huber – Resident Intern
- 4.3 Review of Application for Licensure by Reciprocity (Need Approval to Sit for DE State Exam)
  - 4.3.1 William D. Zwicharowski
  - 4.3.2 Raphael Hunt Irving
- 4.4 Review of Resident Intern Report(s)
  - 4.4.1 Nicole L. Robinson – 1<sup>st</sup> Quarterly Report
- 5.0 Complaints
  - 5.1 #27-01-10 Assigned to Harry Fletcher
  - 5.2 #27-02-10 Assigned to William Torbert
- 6.0 Other Business before the Board (for discussion only)
  - 6.1 Review DE State Exam Questions
- 7.0 Public Comment
- 8.0 Next Meeting – July 28, 2010 at 10:00 a.m.
- 9.0 Adjournment

**Please Take Note:** To assure consideration of an application at a meeting, the Board office must receive all of these items no later than 4:30 p.m. ten full working days before the meeting date:

- Completed, signed and notarized application form,
- Fee payment, and
- All required documentation.

A final amended agenda will be published to reflect any items received after the original agenda is posted.

Unforeseen circumstances may result in a meeting being cancelled due to a lack of quorum.

Pursuant to 29 Delaware Code, Section 10004(e)(2), the Board shall pre-announce or pre-publish all Executive Sessions; however, such agenda shall be subject to change to include additional items including Executive Sessions which arise at the time of the body's meeting.

**MEMBERS: PLEASE CALL THE BOARD OFFICE AT 302-744-4500 OR EMAIL [customerservice.dpr@state.de.us](mailto:customerservice.dpr@state.de.us) IMMEDIATELY IF YOU CANNOT ATTEND THE MEETING. THANK YOU.**